

MIAMI-DADE COUNTY

ANIMAL SERVICES



Volunteer Program

Miami Dade Animal Services

ERICA FERNANDEZ - LUIS CUELLAR - MICHAEL LEIVA



MIAMI-DADE ANIMAL SERVICES VOLUNTEER PROGRAM

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MIAMI-DADE ANIMAL SERVICES VOLUNTEER PROGRAM

Mission

Miami-Dade Animal Service Volunteer Program's mission is to mobilize volunteers to address community issues and strengthen community outreach, trust, and participation.

Vision

Miami-Dade Animal Services seeks to build a strong, healthy, and engaged community by connecting volunteers of all ages with opportunities to serve. Public participation is an essential community building effort for Miami-Dade County inhabitants, as it emphasizes the significance of civic duty. As a result, Miami-Dade Animal Services will continue to have a positive impact on the communities it serves, aiming at inspiring, supporting, and celebrating volunteerism in our community.

Values

Miami-Dade Animal Services values:

People - the diverse talents, perspectives, and contributions that each person brings to our community creates an environment where all lives are enriched.

Involvement - volunteering provides opportunities for personal growth through sharing skill, interests, and abilities.

Community - collaboration and cooperation between individuals and organizations are the basis for a stronger and more productive community.

We believe in the power of volunteerism to change the world.

CORE FUNCTIONS

Provide **R.E.A.L.** volunteer opportunities to individuals and groups within Miami-Dade County

- **Relate** – General public with strategic partnerships and initiatives to mobilize volunteers to strengthen our community
- **Engage**- General public to promote and celebrate volunteerism
- **Advise**- Volunteers of the potential impact they can have on the quality of life of our sheltered pets.
- **Learn** - Needs/Wants of the community and establish channels of communication

VOLUNTEER PROGRAM DESCRIPTION

The Volunteer Program at MDAS is an interactive and training-based program that aims exclusively at facilitating the adoption of more pets from the shelter. Volunteers attend a basic orientation, which includes a power-point presentation so that they are aware of the basic function and purpose of this county shelter, as well as various aspects of our functioning. During this basic training, they are also introduced to Adoption Counseling, basic assessment of whether any given animal is suitable for interaction with the public, and the various needs and job duties to help our pets.

Each volunteer is asked to commit to a schedule and availability. This schedule is kept by the Volunteer Coordinator to assist in “staffing” every day with a helpful number of trained volunteers. Volunteers with particular skills or interests may become trained and proficient at particular “jobs” to help facilitate the adoption of our animals.

The Volunteer Program is being developed to be a robust, positive and creative plan to keep, improving the service to our county's homeless, lost and unwanted pets. Volunteers are encouraged to expand their knowledge and skills, thus delivering excellence in the services that they provide. The Volunteer Program aims at training and retaining skilled volunteers who will hopefully stay for years to come.

VOLUNTEER JOB RESPONSIBILITIES

Adoption Counselor

Reports to: Volunteer Coordinator

Short Description of Roles and Responsibilities

Meets prospective adopters as they enter viewing areas around the shelter, and guides adopters through our adoption process. This includes any or all of the following: greeting the public, assessing their needs, addressing concerns, helping to match them with pets appropriate to their situation and desires, and completing the adoption process with them.

~Volunteer duties – assist the public in our adoption process with the goal of completing the adoption of as many pets as possible per volunteer shift.

~Skills Required – customer service, animal handling, knowledge of the adoption process at MDAS

~Time frame – once skills are acquired, provide ongoing and consistent assistance to the public to facilitate increased numbers of adoptions.

~Evaluation – Check in with the Volunteer Coordinator or Kennel Supervisor each shift. Provide number of adoptions facilitated by the end of the shift. Adoption Counselors and the Volunteer Coordinator are in close contact to fine hone skills as well as trouble shoot any questions that may arise.

Dog/Cat Socializer

Reports to: Volunteer Coordinator

Short Description of Roles and Responsibilities

Pets that are happy and socialized are more likely to attract adopters and remain in homes as successful new pets. To facilitate this at MDAS, Dog/Cat Socializers will meet pets daily, assess their mood and needs, and give them attention through voice and touch to make them more socialized. This may include opening cages and kennels and socializing with the pets in their caged environment, or taking the pets to approved areas of the shelter where they can be off-leash. Dog/Cat Socializers are encouraged to walk dogs, play with pets, and let pets evacuate in appropriate places.

Dog/Cat Socializers will be trained on assessing whether any given pet can be socialized, where they can be socialized and walked, and all safety/contagion concerns for pets out of their locked cages. These volunteers are also encouraged to actively take dogs out to our new large Dog Park for play, exercise and socialization of small numbers of dogs at one time, following all Dog Park Guidelines.

~Volunteer Duties – Assess and assist pets to be more socialized and happy in the shelter environment to facilitate adoptions.

~Skills required – pet assessment, handling and contagion/safety knowledge.

~Time frame- As all pets need basic social skills to be adoptable, this is an ongoing volunteer position that can be taken up at any time during a volunteer shift, as needed. Some volunteers may be assigned as Dog/Cat Socializers for an entire shift, but all volunteers will be trained on basic pet assessment and safety during orientation and first day trainings.

~Evaluation – At the end of each shift, give feedback and address questions with the Volunteer Coordinator. Dog/Cat Socializers are encouraged to write notes about pet personalities on each cage card to highlight both good and questionable traits of pets to help adopters in choosing appropriate pets. In addition, Dog/Cat Socializers are encouraged to take photos and videos of the pets in the more natural setting of play sessions, and post these online and in e-mails to encourage adoptions.

Dog Bathers/Groomers

Reports to: Volunteer Coordinator

Short Description of Roles and Responsibilities

Many of our homeless pets need bathing, de-ticking, and grooming in order to appeal to potential adopters. Once trained, they are assigned to bathe animals on the surgery list for the next day as a priority. In addition, Bathers can choose dogs that are particularly dirty, tick-infested, with matted coats, or smelly, for bathing to facilitate adoption.

Volunteer groomers are also assigned to such dogs, particularly the long hair breeds that need regular grooming to maintain hygiene and beauty. Groomers who are professionals are encouraged to become active volunteers, and as such can shave, cut, bath and blow-dry our pets to facilitate adoptions.

~Volunteer Duties –Can bathe dogs on the surgery list for the next day, or bathe animals of their choice to facilitate adoption.

~Skills required – Skilled animal handling and ability to assess if a dog is becoming aggressive or excessively fearful, in which case that dog cannot be further bathed/groomed to maintain safety. Groomed and bathed dogs are good candidates for Portraits, and this can also be facilitated by Bathing Volunteers.

~Time frame- Once skills are acquired, report to the Volunteer Coordinator or Customer Service Supervisor each shift. Continue to gain skills, knowledge and dog handling skills, so that more dogs can be bathed and subsequently adopted.

~Evaluation – at the end of each shift, give feedback and address questions with the Volunteer Coordinator. Take before and after pictures of dogs.

Adoption Runners

Reports to: Volunteer Coordinator

Short Description of Roles and Responsibilities

Assist the front desk staff to facilitate the quick turn-around of bringing adopted pets to their new owners.

~Volunteer Duties – As citizens adopt pets at the front desk, be available to front desk staff to bring selected pets from their kennels or cages to the clinic, wait for such pets to be given any final medical needs, and bring selected pets to the front counter, to be given to their new adopters and taken home. Additionally, pets may be here for “return for surgeries” and in these cases will be waiting in recovery for pick up by their owners. Adoption Runners will bring these pets from recovery area to the front desk for pick up by their owners.

~Skills required – Knowledge about whereabouts of pets within the shelter by kennel number, ability to handle pets appropriately to move them from kennel to clinic to front counter, and adequate communication skills to address needs of animals going to new homes with other staff throughout the shelter.

~Time frame- Once skills are acquired, report to the Volunteer Coordinator or Customer Service Supervisor each shift. Continue to gain skills, knowledge and finesse, so that the public are able to receive their new pets within a comfortable and reasonable time-frame.

~Evaluation – At the end of each shift, give feedback and address questions with the Volunteer Coordinator or Customer Service Supervisor.

Pet Portrait Assistants

Reports to: Volunteer Coordinator

Short Description of Roles and Responsibilities

We are thankful to have the services of volunteer Professional Pet Portrait Artists at MDAS. Our photographers are key in making our pets appear highly adoptable with “glamorous” portraits that are displayed here at the shelter and prominently online and on facebook. This “networking” of our pets is key to getting them adopted.

Each shift that the photographer(s) is here, two skilled and trained volunteers are needed to make the most of the photographer's time and efforts. They are skilled at choosing the pets who are less adoptable in general for their portraits, at bringing those animals from their cages to the photographer, holding the pets in place to facilitate gorgeous portraits, bringing the pets back to their proper cage, and indicating with a stamp that these pets have had their portrait taken.

~Volunteer Duties –Can be assigned to assist the photographer and facilitate a photo shoot to give as many pets a portrait as possible.

~Skills required –Skilled animal handling and ability to assess if a dog is becoming aggressive or excessively fearful, in which case that dog cannot be taken for Portraits. Ability to move animals around the shelter, to hold them for their portrait and coax animals that need extra TLC.

~Time frame- Once skills are acquired, report to the Volunteer Coordinator or Customer Service Supervisor each shift. Continue to gain skills, knowledge and dog handling skills, so that for each shift of the photographer, more animals are able to have their portraits taken.

~Evaluation – At the end of each shift, give feedback, necessary information and address questions to the Volunteer Coordinator. Success of the photography program is assessed by the numbers of pets able to have their portraits taken per shift. Public response to the program is already highly positive and successful.

PROGRAM FLYER

VOLUNTEER *and help save a life!*



Many Volunteer opportunities available:

Dog Walking Cat Care Foster Care

Special Events Bathers

just to name a few!



If you love animals and have free time, then come to one of our volunteer orientations!

VOLUNTEER ORIENTATIONS:

Every Saturday at 10 AM

or

Every 1st and 3rd Thursday of the month at 5PM



For more information, please contact
Erica Fernandez at
(305) 418-7159 or
eafdez@miamidade.gov

